

**National Network of Libraries of Medicine
New England Region**

Quarterly Report

November, 2002 – January, 2003

Contract Number N01-LM-1-3518

**Submitted by:
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Executive Summary –

With the beginning of the third quarter came early snows and the continuation of a busy fall season. NER staff exhibited at three national exhibits during the quarter, conducted several training sessions and supported other outreach activities with network members.

The first phase of the Public Libraries Task Force was completed with a report submitted to the committee and the RML Directors in early January. The work of the committee was completed via teleconferences graciously hosted by NNO staff. The committee report can be found in Attachment #1.

Staff also participated in the national review of outreach proposals submitted in October, 2002. Prior to the review day on November 14, 2002, NER proposals were screened and forwarded to the National Network Office for further dissemination to the review committees. One member of the review committee was selected from the New England Region. Tovah Reis of Brown University and Debbie Sibley of the NER office participated in the review process in Chicago. The process of approving new subcontracts was nearing completion as the quarter ended and announcements of new subcontracts are pending.

Another meeting was held in Chicago on December 5, 2002 regarding an SIS outreach project to Immigrant Health workers. Four Associate Directors were invited to Chicago to learn more about the project and the subject of immigrant health. The day's activities allowed for interaction with a group of public health workers from the four regions represented and to develop potential new working relationships with staff at NLM as well as health workers in our regions. Notes can be found in Attachment #2.

The NER website was updated and re-released during the third quarter to positive feedback from the membership. Of special note is the new calendar of events and classes that is available on the website (Attachment #3).

Penny Glassman, NER Technology Coordinator, worked with University of Massachusetts Medical School Information Services staff Ralph Zottola and Dan Jones to develop a plan for the NLM Centric Network project, sponsored by the Office of Health Information Programs Development.

Timeline of Activities –

November 2:	Exhibited at the American Association of Liver Diseases, Boston, MA
November 3:	Exhibited at the American Association of Liver Diseases, Boston, MA
November 4:	Exhibited at the American Association of Liver Diseases, Boston, MA
November 6:	Site visit, Stamford Health Department, Stamford, CT
November 13:	Attended the monthly CAHSL meeting, Wallingford, CT
November 14:	Proposal review day, Chicago, IL
November 14:	Presented at Littleton Regional Hospital, Consumer Health Program for School Health Nurses, Littleton, NH
November 15:	Presented Medline Plus class, York Public Library, York, ME
November 16:	Hosted NAHSL Planning meeting, Shrewsbury, MA
November 19:	Presented PubMed and Toxnet class at the Environmental Health and Engineering, Newton, MA
November 20-23:	Attended Patient Education Conference (STFM/AAFP sponsored), Ft. Lauderdale, FL
November 20:	Attended ARIHSL meeting, Rhode Island Department of Public Health, Providence, RI
November 22:	Site visit, Maine Medical Center, Portland, ME
November 22:	Exhibited, American Association of Gerontologists, Boston, MA
November 23:	Exhibited, American Association of Gerontologists, Boston, MA
November 24:	Exhibited, American Association of Gerontologists, Boston, MA
November 25:	Exhibited, American Association of Gerontologists, Boston, MA
December 2:	Presented PubMed class, Franklin Medical Center, Greenfield, MA
December 1-6:	Exhibited at RSNA, Chicago, IL
December 4:	Presented PubMed and MedlinePlus class, Boston Public Library, Boston, MA
December 5:	Attended Immigrant Health discussion, Chicago, IL
December 6:	Hosted NAHSL Board meeting
December 9:	Presented Gateway class, Libraries of Rhode Island, Rhode Island State Library, Providence, RI
December 13:	RAC Education and Training Committee meeting, Lowell, MA
December 16:	Presented PubMed class, University of Vermont, Burlington, VT
December 18:	Attended CAHSL monthly meeting, Wallingford, CT

December 30:	Installed Regional Medical Library display, The Lamar Soutter Library, Worcester, MA
January 3:	Attended meeting at NELINET for planning of joint Spring conference (electronic publishing)
January 9:	Attended BBLC consortium meeting, Newton Wellesley Hospital, Newton, MA
January 10:	Hosted quarterly MAHSLIN meeting, Shrewsbury, MA
January 10:	Presented LinkOut class, Boston University, Boston, MA
January 13:	Site visit, Nantucket Cottage Hospital, Nantucket, MA
January 17:	Presented LinkOut class, Baystate Medical Center, Springfield, MA
January 21:	Presented LinkOut class, CAHSL meeting, Wallingford, CT
January 22:	Hosted NTCC staff for PubMed class, UMass, Worcester, MA
January 23:	Hosted NTCC staff for Toxnet class, UMass, Worcester, MA
January 24-25:	Attended ALA Midwinter meeting, Philadelphia, PA
January 24:	Exhibited, American Medical Women's Association, Atlanta, GA
January 25:	Exhibited, American Medical Women's Association, Atlanta, GA
January 28:	Presented PubMed class, Somerville Hospital, Somerville, MA
January 31:	Attended Public Health webcast

Basic Network Programs

Resource Sharing

There were 261 Network related questions answered via phone calls and e-mails (Attachment #4).

There were 91 routing table change requests approved.

There were 23 new members recruited. This large increase in new members is attributable to the Public Libraries mailing that was sent out during the quarter.

One (1) library was closed during the quarter.

Three LinkOut training session was given during the quarter (Attachment #5).
One DOCLINE onsite support visits were made.

Communications and Publicity

Elaine Martin published an article in the periodical, Journal of Medical Systems. (Attachment #6) This journal is of interest to public health workers

Mark Goldstein and Debbie Sibley submitted an article to the journal, Medical Reference Services Quarterly, about the Maine hospitals' Ariel project, sponsored by the NER. (Attachment #7)

Two issues of the NER'eastah were published on the NER website. (Attachment #8)

Ninety (90) messages were distributed on the NAHSL-L@list.umassmed.edu electronic list by New England Region staff.

An article about The Lamar Soutter Library's renovation appeared in the University campus newsletter, FOCUS in November, 2002 (Attachment #9) The RML training room is mentioned.

During the quarter, the New England Region completed several major improvements to the website—<http://nnlm.gov/ner>. Suggestions for changes came from a number of sources including RML staff, the NN/LM NER Regional Advisory Council (RAC) Steering Committee, the RAC Technology Awareness Committee, the NER Resource Library Directors during a meeting at NAHSL, and other members. The Technology Coordinators from the other NN/LM regions also reviewed the site before going live. The input from a wide variety of sources helped improve content on the site and usability of the interface.

RAC

The Education & Training Committee met in December at Lowell Hospital and discussed the possibilities for delivering and/or improving the education and training opportunities in the region. It was decided that the best way to begin would be to ask librarians in the region (health science and public librarians) some questions about what they feel they need in order to better deliver health related information to their patrons. A short needs assessment was developed and delivered to librarians throughout the region via email lists. As of this writing, responses are still being sent in. The information received will be compiled and used to guide us in our efforts during the coming year (Attachment #10).

The Technology Committee held several virtual meetings to provide support and assessment for the new release of the NER website. Each committee member made suggestions concerning the new website and its useability (Attachment #11).

The Resource Sharing Committee offered suggestions for the annual ILL meeting's program. The committee developed an agenda and suggested speakers and program ideas. Mary Jackson of ARL has agreed to be the keynote speaker for this annual event to be held on April 4, 2003.

The Statistics Committee held discussions at the NAHSL conference about the possibility of an ILL use study. Based on those discussions, a draft document was developed and tested with the BBLC (Massachusetts) consortium. Feedback from the group concerning the useability of the study were taken into account and a new draft is now complete. Next steps for the process is to obtain permission from NNO to administer the study document to NER member libraries (Attachment #12).

The Outreach Committee received one subcontract proposal to review after the January 15, 2003 deadline. They are compiling comments and questions for submission with the proposal to NNO.

A full RAC meeting is scheduled for March 26, 2003.

A series of Resource Library Directors' meetings will be scheduled during the month of March to disseminate information about the recently held RML Directors' Mid-Winter meeting. Several directors met for short informed meetings at AAHSLD in San Francisco, CA in November.

Outreach Program

Subcontracting libraries continued their work during this quarter. One site visit to the Maine Medical Center was made to discuss activities and needs. Third quarter subcontract reports can be found in Attachment #13.

Several awards were approved or completed during the quarter (Attachment #14). The following institutions received Ariel awards : Baystate Medical Center, Springfield, MA will purchase a new scanner for their Ariel workstation. Parkland Medical Center, Derry, NH will purchase Ariel software. Qualidigm, Middletown, CT will purchase Ariel software. Roger Williams Hospital, Providence, RI will purchase Ariel software.

Hongjie Wang, M.L.S., Head of the Information and Education Services Department at the Lyman Maynard Stowe Library, University of Connecticut Health Center in Farmington, CT received a Course Development Award. He will investigate and develop an online course which will teach students how to use health information data sets that are free and available on the Internet.

Several Internet Connectivity Awards have been made :

Beverly Hospital, Beverly, MA : Ann Tomes has purchased a digital document sender to enhance her interlibrary loan services. Be sure to see her article in this issue of the newsletter.

Middlesex Hospital, Middletown, CT : Nancy Goodwin has purchased two computers for the newly developed patient care library at Middlesex.

Penobscot Bay Hospital, Rockland, ME : Patty Kahn will purchase a new scanner for her Ariel workstation.

Five SEMCO libraries submitted a proposal to purchase digital document senders for each of their libraries. They will test the service amongst themselves and any other libraries who are considering using the same equipment. Recipients of awards are : Brockton Hospital, Brockton, MA (Mary Ann Finnegan) Cape Cod Hospital, Hyannis, MA (Jeanie Vanderpyl) Caritas Good Samaritan Medical Center, Brockton, MA (Nancy Sezak) Caritas Norwood Hospital, Norwood, MA (Denise Corless) South Shore Hospital, South Weymouth, MA (Kathy McCarthy)

MAHSLIN received two awards – a Technology Awareness program award in cooperation with the Massachusetts Medical Society and an Exhibits Award for development of a 30 second promotional video.

The University of Connecticut Health Sciences Library also received a Technology Awareness Award for an environmental health program which will occur during the fourth quarter.

An award to develop a kiosk was given to the Forsyth Dental Clinic. The award will purchase a kiosk for the patient waiting area and will pay for content development for it.

Several subcontracts were approved and are being processed by Grants and Contracts. Baystate Medical Center will work with at risk and AIDS populations in the Springfield, MA area. St. Luke's Hospital will work with public libraries in the Southeastern Massachusetts area.

Three proposals have been sent to the National Network office for feedback and approval. These proposals were submitted by Dartmouth College Medical School, University of Vermont Medical School and Hartford Hospital.

Following a national call for outreach proposals, a review committee was convened in Chicago on November 14, 2002 to provide feedback and rankings. Proposals from each of the eight regions were ranked and reviewed; final approval for these proposals is pending.

Staff members visited several libraries, attended library group meetings, and gave RML updates. The updates included information about RML staff, the website, programs, subcontracts, committees and awards. Information that was requested as follow-up at the meetings was sent to interested member libraries.

Site visits :

November 6: Site visit, Stamford Health Department, Stamford, CT
November 22: Site visit, Maine Medical Center, Portland, ME
January 13: Site visit, Nantucket Cottage Hospital, Nantucket, MA

Direct Outreach to Health Professionals and Information Providers

The following training programs and meetings were held :

November 14: Presented at Littleton Regional Hospital, Consumer Health Program for School Health Nurses, Littleton, NH (Attachment #15)
November 15: Presented Medline Plus class, York Public Library, York, ME
November 19: Presented PubMed and Toxnet class at the Environmental Health and Engineering, Newton, MA (Attachment #16)
December 2: Presented PubMed class, Franklin Medical Center, Greenfield, MA
December 4: Presented PubMed and MedlinePlus class, Boston Public Library, Boston, MA (Attachment #17)
December 9: Presented Gateway class, Libraries of Rhode Island, Rhode Island State Library, Providence, RI (Attachment #18)
December 16: Presented PubMed class, University of Vermont, Burlington, VT (Attachment #19)
January 10: Presented LinkOut class, Boston University, Boston, MA
January 17: Presented LinkOut class, Baystate Medical Center, Springfield, MA
January 21: Presented LinkOut class, CAHSL meeting, Wallingford, CT
January 22: Hosted NTCC staff for PubMed class, UMass, Worcester, MA (Attachment #20)
January 23: Hosted NTCC staff for Toxnet class, UMass, Worcester, MA (Attachment #20)
January 28: Presented PubMed class, Somerville Hospital, Somerville, MA (Attachment #21)

Exhibits

NER staff exhibited at three national conferences during the quarter. Javier Crespo attended the RSNA meeting in Chicago. The American Association of Liver Diseases and the American Association of Gerontologists in Boston were good opportunities for contact with practitioners. The American Medical Women's Association conference was not a good exhibiting experience for the region with little traffic in the Exhibits Hall and few contacts made.

November 2-4: Exhibited at the American Association of Liver Diseases, Boston, MA (Attachment #22)
November 22-25: Exhibited, American Association of Gerontologists, Boston, MA (Attachment #23)
December 1-6: Exhibited at RSNA, Chicago, IL
January 24-25: Exhibited, American Medical Women's Association, Atlanta, GA (Attachment #24)

State and Local meetings attended

November 13: Attended the monthly CAHSL meeting, Wallingford, CT
November 16: Hosted NAHSL Planning meeting, Shrewsbury, MA
November 20: Attended ARIHSL meeting, Rhode Island Department of Public Health, Providence, RI (Attachment #25)
December 6: Hosted NAHSL Board meeting
December 18: Attended CAHSL monthly meeting, Wallingford, CT (Attachment #26)
January 9: Attended BBLC consortium meeting, Newton Wellesley Hospital, Newton, MA
January 10: Hosted quarterly MAHSLIN meeting, Shrewsbury, MA

Staff Activities

Berryman

November 19: Presented PubMed and Toxnet class at the Environmental Health and Engineering, Newton, MA
December 2: Presented PubMed class, Franklin Medical Center, Greenfield, MA
December 4: Presented PubMed and MedlinePlus class, Boston Public Library, Boston, MA
December 9: Presented Gateway class, Libraries of Rhode Island, Rhode Island State Library, Providence, RI
December 13: RAC Education and Training Committee meeting, Lowell, MA
December 16: Presented PubMed class, University of Vermont, Burlington, VT
December 30: Installed Regional Medical Library display, The Lamar Soutter Library, Worcester, MA
January 22: Hosted NTCC staff for PubMed class, UMass, Worcester, MA
January 23: Hosted NTCC staff for Toxnet class, UMass, Worcester, MA
January 31: Attended Public Health webcast (Attachment #27)

Crespo

November 20-23: Attended Patient Education Conference (STFM/AAFP sponsored) in Ft. Lauderdale, Presented paper: Medical Librarians and Patient Education

November 26: Sent promotional material to member library at VA Hospital in Agawam for their women's health fair

December 1-6: Participated in 'Literature Searches' booth at Radiological Society of North America, Chicago. Heavy attendance by international MDs, only librarian who spoke Spanish, of 3 multi-lingual librarians

December 13: Contact with Brooks Memorial Library (Brattleboro PL) re funding opportunities

January: Contacted following regional systems and state libraries to offer training
 Southeastern Massachusetts (SMRLS)
 Central Massachusetts (CMRLS)
 Western Massachusetts
 New Hampshire State Library
 Vermont State Library
 Rhode Island State Library
 Connecticut State Library

Glassman

December 30: Installed Regional Medical Library display, The Lamar Soutter Library, Worcester, MA

January 24-25: Attended ALA Midwinter meeting, Philadelphia, PA (Attachment #28)

January 31: Attended Public Health webcast

Goldstein

December 30: Installed Regional Medical Library display, The Lamar Soutter Library, Worcester, MA

January 9: Attended BBLC consortium meeting, Newton Wellesley Hospital, Newton, MA

January 10: Presented LinkOut class, Boston University, Boston, MA

January 17: Presented LinkOut class, Baystate Medical Center, Springfield, MA

January 21: Presented LinkOut class, CAHSL meeting, Wallingford, CT

Martin

November 6: With Nancy Harger, Project Librarian, gave presentation to the UMass Memorial Health Care System, Dept. of

Pediatrics faculty, Children's Medical Center, Worcester, regarding the Pediatric Library subcontract.

November 8-12: Attended AAHSL meeting, San Francisco, CA. Completed 4 year term on the Board of Directors. Met informally with David Ginn and Tovah Reis, NER Resource Library Directors during the meeting.

November 14: Meeting with Sue Kestner, Infotrieve, regarding document delivery services for our region.

November 18: Participated in telephone interview with Angela Ruffin and Lalitha Kutty, NNO, regarding the first round of consumer health project awards and our experiences with the project.

November 21: As Past President, attended Boston Library Consortium (BLC) Council Meeting, a consortium of 19 member libraries in 3 New England States.

November 22: Site visit, with Debbie Sibley, to Janet Cowen, NER Resource Library Director, Maine Medical Center, Portland.

November 25: Attended meeting of the Massachusetts Statewide AHEC Advisory Board and reported on the UMass subcontract.

December 1: Published article in the Journal of Medical Systems

December 2: With Debbie Sibley, interviewed Marion Levine, former Associate Director, UConn Health Center Library, regarding the history of the RML program in New England.

December 10: Meeting with Rich Kaplan, Resource Library Director, Mass College of Pharmacy, Boston Campus and Irene Bond, Resource Library Director, Worcester Campus about the RML and LSL services. (Thank you note Attachment #29).

December 17: Attended special AHEC Advisory Board meeting.

December 18: Presented information regarding the RML's services to Berkshire Medical Center faculty delegation site visit to UMass. (Attachment #30)

December 20: Submitted responses to questions regarding the CATCH project, subcontract award.

January 3: With Debbie Sibley, attended a meeting with representatives from NELINET and the BLC to plan a symposium on electronic publishing for sometime in June 2003.

January 10: Attended MAHSLIN luncheon.

January 16: As Past President, attended the BLC Management Council Meeting

January 17: Attended a meeting of the Massachusetts Health Sciences Library Directors (NER Resource Library Directors: Judy Messerle, David Ginn and Eric Albright), Countway Library, Harvard Medical School, Boston.

January 27: Attended a meeting of the Massachusetts Academic AHEC Advisory Board and updated members on the UMass subcontract.

Sibley

November 1: Hosted the quarterly MAHSLIN Board meeting, Shrewsbury, MA

November 6: Site visit, Stamford Health Department, Stamford, CT

November 8: Public Libraries Task Force meeting, full committee

November 13: Attended the monthly CAHSL meeting, Wallingford, CT

November 14: Proposal review day, Chicago, IL

November 15: Hosted NAHSL Planning meeting, Shrewsbury, MA

November 20: Public Libraries Task Force meeting, Group 2

November 20: Attended ARIHSL meeting, Rhode Island Department of Public Health, Providence, RI

November 21: Public Libraries Task Force meeting, Group 1

November 22: Site visit, Maine Medical Center, Portland, ME

November 26: Public Libraries Task Force meeting, Group 2

December 3: Public Libraries Task Force meeting, full committee

December 5: Attended Immigrant Health discussion, Chicago, IL

December 6: Hosted NAHSL Board meeting

December 18: Attended CAHSL monthly meeting, Wallingford, CT

December 30: Installed Regional Medical Library display, The Lamar Soutter Library, Worcester, MA

January 3: Attended meeting at NELINET for planning of joint Spring conference (electronic publishing)

January 9: Attended BBLC consortium meeting, Newton Wellesley Hospital, Newton, MA

January 10: Hosted quarterly MAHSLIN meeting, Shrewsbury, MA

January 13: Site visit, Nantucket Cottage Hospital, Nantucket, MA

January 31: Attended Public Health webcast

Attachments :

- Attachment 1: NN/LM Public Libraries Task Force
- Attachment 2: Immigrant Health meeting, Chicago IL
- Attachment 3: NER website redesign
- Attachment 4: Network statistics, 3rd Quarter
- Attachment 5: LinkOut presentation
- Attachment 6: Journal of Medical Systems, vol. 26, no.6, December, 2002
- Attachment 7: The Maine Electronic Document Delivery Project (Article)
- Attachment 8: NER'eastah newsletter issues (2)
- Attachment 9: Focus article, UMMS
- Attachment 10: RAC Education and Training committee report
- Attachment 11: RAC Technology committee report
- Attachment 12: RAC Statistics committee draft questionnaire
- Attachment 13: Subcontract quarterly reports
- Attachment 14: Awards information/reports
- Attachment 15: Littleton Regional Hospital (NH)
- Attachment 16: PubMed and Toxnet training report, Nov. 19, 2002
- Attachment 17: PubMed and MedlinePlus training report, Dec. 4, 2002
- Attachment 18: NLM Gateway training report, Dec. 9, 2002
- Attachment 19: PubMed training report, Dec. 16, 2002
- Attachment 20: PubMed, Toxnet class participant roster, Jan. 22,-23, 2003
- Attachment 21: PubMed training report, Jan. 28, 2003
- Attachment 22: Exhibit report, American Association for the Study of Liver Diseases, Nov. 1-5, 2002
- Attachment 23: Exhibit report, Gerontological Society of America, Nov. 22-25, 2002
- Attachment 24: Exhibit report, American Medical Women's Association Annual Meeting, Jan. 23-26, 2003
- Attachment 25: ARIHSL meeting notes
- Attachment 26: CAHSL meeting notes
- Attachment 27: Public Health Grand Rounds webconference, Jan. 31, 2003
- Attachment 28: ALA Midwinter report, 2003
- Attachment 29: Thank you letter, Massachusetts College of Pharmacy
- Attachment 30: Thank you letter, Berkshire Medical Center Delegation visit